Title/Topic: Support Guide

Product: Rematch Core Wired Controller

Date Issued: February 11, 2026

By Turtle Beach Technical Support

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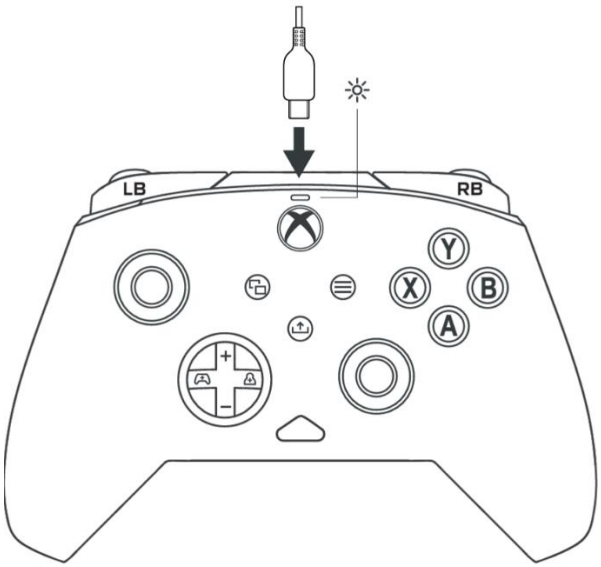
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Package Contains

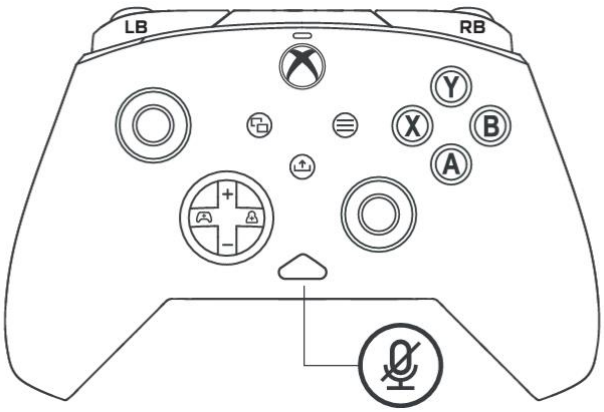
- Rematch™ Core Controller
- 8ft/2.4m USB-C Cable
- Quick-Start Guide

Quick Start Guide

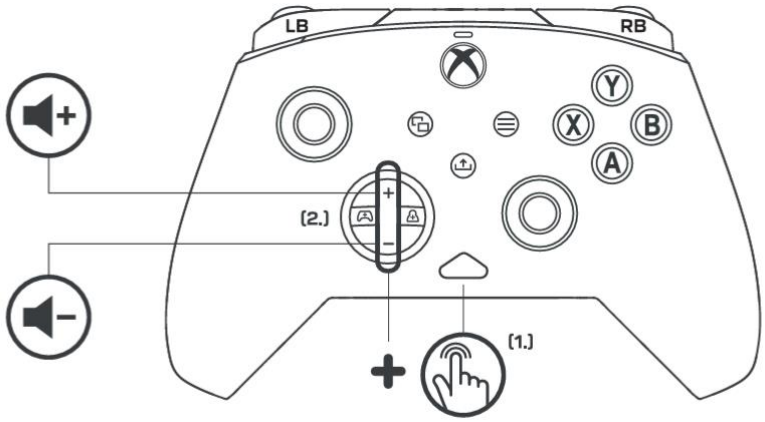
1. Initial Setup
Plug the USB-C end of the cable Into the top of the controller, and the USB-A side Into your console or PC, then press the Xbox button on the controller. The light above the Xbox logo will illuminate to indicate it is connected.



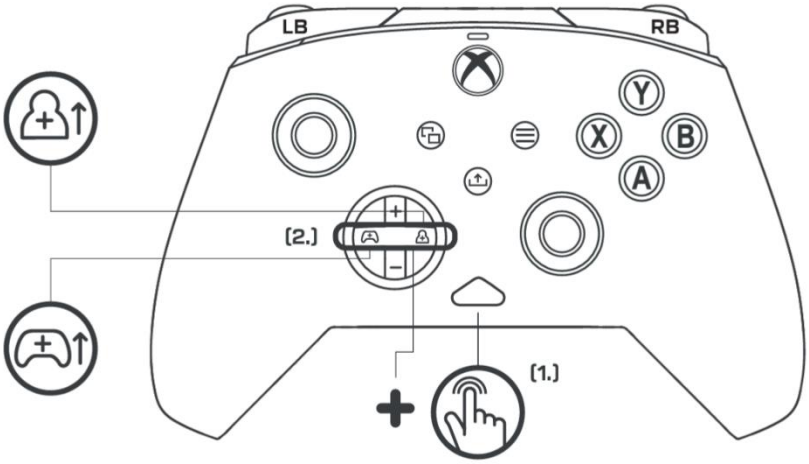
2. Mute Microphone
Press the function button, located above the audio jack, twice to mute your microphone.



3. Control Volume
While holding down the function button, press D-Pad +Up/-Down to adjust game volume.



4. Game/Chat Balance
Whlle holding down the function button, press D-Pad Left/Right to adjust game/chat balance.



FUNCTIONS

- Dual rumble motors & impulse triggers for immersive gameplay
- Search and download the Control Hub App on the Xbox or PC Microsoft Store for controller configuration and diagnosis.

Troubleshooting

If your controller isn't working as expected, the steps below can help resolve many common issues. *(If you're having audio problems, please make sure your headset is plugged into the controller before you begin.)*

This troubleshooting can help with:

- The controller won't power on
- Stick drift
- Triggers not responding
- Joysticks not responding
- Lighting modes not responding
- Static or crackling audio in your headset
- Inverted audio in your headset

Step 1: Power Cycle Your Console
Let's start with a quick reset of your console:

1. Turn off your Xbox or PC.
2. Unplug the controller from the cable but leave the cable plugged to the console.
3. Unplug the power supply from your Xbox or PC and wait 30 seconds.
4. Plug the power supply back in and turn your console back on.

Step 2: Reset and Recalibrate the Controller
(If you're troubleshooting audio issues, make sure your headset is connected to the controller before starting.)
Make sure the USB cable is unplugged from the controller.

1. Press and hold Down on the D-Pad.
2. While holding Down, connect the USB cable to the controller.
3. Release the Down button on the D-Pad.
4. Press the A button once.
5. Press and release the LT and RT triggers together three times.
6. Rotate both analog sticks clockwise three times at the same time.
7. Press Down on the D-Pad once more.
8. You should see a light turn on above the Xbox button — this means the reset was successful.

Once your console has restarted, download the Turtle Beach – PDP Control Hub App from the Microsoft Store. Use the app to check for and install any available firmware updates for your controller.

Frequently Asked Questions

- Is this controller wireless and does it use batteries?
  - This controller is wired, it doesn't have wireless capability, this means it doesn't use batteries.

- Can you use any wire with this controller?
  - We recommend using the provided USB-C cable, in case this cable has been misplaced, you are able to use high speed USB-C cables to power your controller.

- Is the controller plug and play?
  - Yes, the controller is plug-and-play, we also recommend downloading the Turtle Beach - PDP Control Hub App from the Microsoft store to make sure your controller has the latest firmware.

- Is the controller Officially Licensed?
  - Yes, the controller is Officially Licensed by Microsoft.

- Is the controller compatible with Switch, Mac, Chromebook or mobile devices?
  - No, the controller is designed for Xbox Series X/S, Xbox One and Windows 10/11.

- Can I use the controller without downloading the Turtle Beach - PDP Control Hub App?
  - You can use it without downloading the app, but console updates, as well as general usage, may cause common issues like drifting and those can be fixed by updating the app.

- Can I modify the components of the controller?
  - Unauthorized modification or repair of the controller will result in voiding the warranty, if you're experiencing issues with a button or function, please contact our technical support team and we'll be glad to assist you.

- How can I configure the features on the controller?
  - You can adjust features through the Turtle Beach - PDP Control Hub App, but you can also find this information on the Quick Start Guide.